

***E-Government Quarterly Report***  
***Fourth Quarter FY03***  
***Gerry Wethington, CIO***

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***E-Government Portal Update***

Missouri's e-government portal continues to evolve with changes made to improve the website's look and feel. In the near future a feature will be added that allows the viewer access to a change journal reflecting portal design and content updates. An additional feature to be added is a real time news feed that will be located on the right side of the state's home page. This feature will allow for an hourly update of news items from participating departments and will give citizens access to the latest state government news. A few of the more significant changes during this quarter to the portal are:

- ❖ relocated Governor's picture from right to left side with a welcome message
- ❖ added a resources box to the left side of the home page
- ❖ added the executive, legislative and judicial branches plus the executive departments to the lower portion of the tool bar located at the top of the state's home page.

***.GOV Initiatives***

The initiative to standardize all departments to the missouri.gov URL for their websites continues to move forward. At this point in time, 22 of the 36 websites identified for changes have completed their migration and the remainder will have done so by the end of this calendar year. The departments are also reminded to align with the missouri.gov URL standard if they are introducing new websites or programs. Any variance to the missouri.gov standard requires approval of the Office of Information Technology.

After two meetings conducted during the fourth quarter of FY04, the Statewide E-mail Address Standard Committee submitted the committee's recommendations to the IT Advisory Board. The recommendations were unanimously approved and published for implementation required by all departments. In order to provide a consistent, intuitive e-mail address for all state government employees, it was determined that the right side of the @ will be @department.mo.gov. The left side of the @ will consist of a user's preferred name with the following attributes: firstname.lastname@. Procedures are outlined for resolving duplicate names and departments with security issues are encouraged to assign a role-based or other appropriate identity. Implementation is to be complete by the end of FY04 and the old e-mail addresses will run concurrently until December 31, 2004.

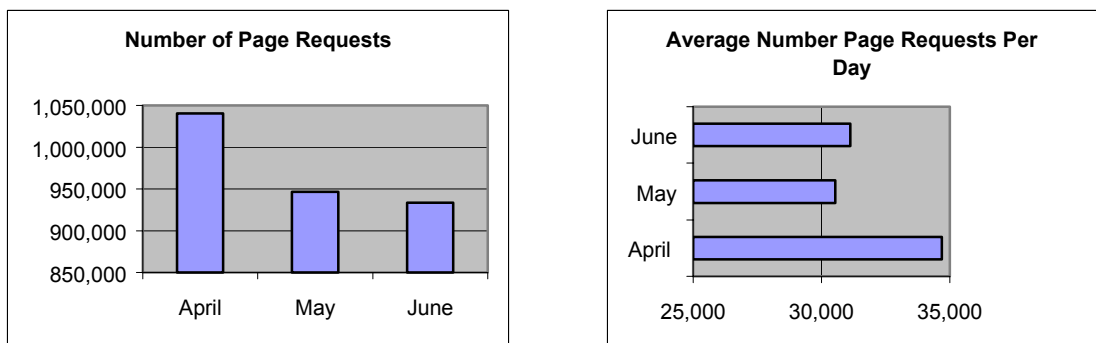
A third .gov initiative involves the Missouri Adaptive Enterprise Architecture's e-mail domain. Individuals from various departments having expertise in the three major e-mail packages utilized by the state (Microsoft Exchange, Novell GroupWise and Lotus Notes) are tasked with identifying and recommending solutions for consolidation of e-mail services (hardware/software) statewide. The committee continues to meet on a weekly basis and is anticipated to have its recommendations complete during the first or second quarter FY04.

### ***Digital Government Committee***

Recently formed and headed by a standing committee who's chair is Lew Davison, MoDOT's CIO, the Digital Government Committee is comprised of five subcommittees: applications development, credit card, customer resource management (CRM), digital certificates, and digital media developers. All five committees represent integral components of a fully functional state portal. The subcommittees are chaired by ITAB members and committee membership is derived from the state's IT community. The standing committee is currently working to define its vision and strategy and is utilizing META resources to determine what other states have accomplished in these specific subcommittee areas.

### ***E-Government Website Statistics***

The number of page requests reflects the number of pages visited on the state's e-government portal, missouri.gov, during the fourth quarter of FY03.



### ***E-Government Customer Comments***

An online section is now available on the Office of Information Technology website. Located at [www.oit.mo.gov/e-government/what%20citizens%20are%20saying.html](http://www.oit.mo.gov/e-government/what%20citizens%20are%20saying.html), the website is a repository of comments received by citizens regarding the state's e-government portal and online services. Below is a recently received comment:

*From: BRoseman@Winfirst.Com [mailto:BRoseman@Winfirst.com]  
Sent: Tuesday, July 15, 2003 10:22 AM  
To: oawebmaster@mail.state.mo.us  
Subject: search capability*

*I am a California resident, with no legal background and a small amount of extremely long and frustrating experience searching for California laws and regulations on our state web page. Today I needed to research a Missouri statute, and was able to find exactly what I needed in about 15 minutes.  
Wow! Great web page - thank you.*

### ***E-Government FY03 Year-to-Date Financial Information***

FY02 Appropriated	Expended	Balance
\$2,043,615	\$1,255,345	\$788,270

*A total of \$304,065 will be withheld from the e-government funds during 1<sup>st</sup> quarter FY04.*

*In FY02 the Office of Information Technology was appropriated \$2,838,354 for development of an E-Government infrastructure. An initial withholding of 18% reduced the available appropriation to \$2,327,450. A subsequent withholding of another 10% reduced the available funds by \$283,835, leaving a beginning balance of \$2,043,615.*